






Mayor's Action Center
Service Level Attainment Compliance
September 2010

Service Level Agreement	Target Performance			Current Performance	
Speed to Answer Calls	< :20				
Abandon Rate	< 5%				
Time on Call	< 2:30				
After Call Work	< :40				
Outbound Calls	>= 90% Outbound Call Rate for Service Closure				
Top 5 Service request	Animal (2,053)	Trash (1,363)	Weeds (1,178)	Abandoned Vehicle (588)	Zoning Violation (513)